

ECSTACI ABRAHAM, SHRM-CP

Elevating the Employee & Executive Experience

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📍 Kansas City Metro Area



SUMMARY

Senior-level HR professional with over 13 years of experience and a proven ability to design and implement impactful initiatives boosting engagement, retention, and overall company culture. Passionate about efficiency and creating a thriving work environment where all employees are valued and empowered to succeed.

EXPERIENCE

Director, People & Culture UNITED WAY GREATER KC

United Way Greater Kansas City works with community partners to meet health, education, and financial needs for those in need in the greater Kansas City area and Midwest Region.

📅 7/2026 - PRESENT 📍 Kansas City, MO

Partner with the Executive Team and CEO of the organization to continue improving upon our inclusive culture and enhance performance and HR strategies:

- Align HR Objectives with DEI principles and overall business objectives across the entire organization and all staff
- Collaborate with the COFO and external HR PEO on policy, benefits, and administration
- Develop and implement manager training and performance development cadence and materials.
- Chair and Manage all Employee Resource Groups and DEI Training

Director, People Operations UNITED WAY GREATER KC

United Way Greater Kansas City works with community partners to meet health education and financial needs for those in need in the greater Kansas City area and Midwest Region.

📅 9/2024 - 7/2026 📍 Kansas City, MO

Assist the VP of People Operations in company strategy by developing and implementing career and performance strategies to simplify operations, enhance the employee experience for over 80 employees, and improve retention by:

- Formalizing the New Hire and Onboarding Process, dramatically decreasing the time to fill roles across the organization and increasing productivity
- Creating a 90-day onboarding plan with seamless integration into the company culture, boosting productivity and morale across the employee lifecycle
- Developing a Career Pathways Framework: Audit existing job descriptions and standardize language, structure, and competency alignment.
- Serving as the Point of Contact for outsourced transactions and daily HR needs for 80+ employees
- Developing communication materials and leading initiatives to educate the team on internal updates and opportunities via the weekly newsletter, one-page communications, and other channels of correspondence

EXPERTISE

Professional Development

- Implemented the UWGKC Career Progression Guide to highlight key distinctions between roles and benchmarks for advancement
- Developed a Point Factor Job Evaluation Agent and Manager Resource & Guide to supplement performance development.
- Chair of IDEA Committee and ERGs

Manager Training

- Lead and Facilitate Quarterly Manager Meetups and Weekly Manager Meetings

SKILLS

Communication, Performance Development & Facilitation, Leadership & Navigation

In-Office / Hybrid / + Remote Employees

Communications + Content Development

Subsidiary + Multi-business Unit

Project Management

Platforms & Systems

Google Workspace

Microsoft Office Suite

ENavigator

BambooHR

Asana

HR CERTIFICATIONS

SHRM-CP

Society of Human Resources Management - Certified Professional
12/2022 - 5/2029

Mental Health First Aid Certificate

Issued November 2024

Head of Business Unit HR **ACC - AMERICA'S CALL CENTER / PORCH GROUP**

America's Call Center (ACC) is the premier provider of integrated customer service & call-handling solutions exclusively for the home inspection industry.

12/2022 - 10/2024 Kansas City, MO

Construct organizational strategies and goals aimed to simplify operations, enhance the employee experience, and improve retention, decreasing turnover from 10.5% in March 2023 to 5.5% March 2024.

- **Creating a 90-day onboarding plan** with seamless integration into company culture boosting productivity and morale
- **Developing systems** to consistently gather and analyze data identifying performance gaps, training opportunities, and suggest improvements when valuable to decision-makers
- **Reducing admin and operations time** by 75% (4 hours to 1 hour), ensuring consistency and efficiency protecting the company and employees
- **Developing communication materials and leading initiatives** to educate the team on company philosophies and programs such as monthly wellness newsletters, benefits enrollment communications, and other updates
- **Owned rewards and recognition initiatives** improving employee satisfaction engagement and productivity
- **Implement a comprehensive compensation plan**, including benefits and wellness programs with our benefits broker

HR Business Partner **ACC - AMERICA'S CALL CENTER**

01/2016 - 12/2022 Kansas City, MO

Implement HRIS system formalizing the employee lifecycle and office operations of 80+ employees:

- **Being the sole POC** for all Employee Relations and Benefits
- **Designing employee engagement initiatives** such as polls, surveys, and other tools to increase employee retention
- **Manage relationships and collaborate** with external parties such as benefits brokers, retirement plan advisors, and other service providers
- **A significant contributor to a 166% increase** in company client revenue by conducting 60% of accounts payable and receivable functions to support the senior leadership team in targeting leads and new business
- **Key contributor to the company's rebranding initiative** by working with the marketing team to develop a new brand logo, messaging, and visual identity

Office Manager **ACC - AMERICA'S CALL CENTER**

12/2013 - 01/2016 Kansas City, MO

Manage the administrative day-to-day office operations for 70+ employees while supporting the president and owner of the company.

- **Managed daily virtual office operations** supporting 250+ remote home inspectors across the US and Canada.
- **Prepared weekly operational reports and KPIs** to support executive decision-making.
- **Acted as the primary liaison between the CEO**, field inspectors, and major corporate clients.
- **Oversaw billing**, invoicing, and accounts receivable
- **Key contributor to the company's rebranding initiative** by working with the marketing team to develop a new brand logo, messaging, and visual identity

MOST PROUD OF

United Way Worldwide

Collaborating with key stakeholders to help marginalized people in our community thrive in wealth, health, education, or crisis.

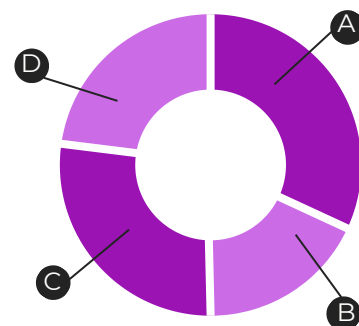
Managing Global Pandemic

Responding to Ad hoc situations minimizing risk to employees and business services

Extensive Experience Supporting C-Suite Executives

My business acumen, leadership experience, and ability to support change initiatives while advocating for company culture makes me a key contributor.

FREE TIME



- A Spending Time with Family
- B Enjoying Music and other Art
- C Watching Movies
- D Volunteering

MANTRA

Learn or do something new each day to be better tomorrow, focus on joy, & treat others how they (not I) would like to be treated. Care, Kindness, Compassion, and Respect-- Always.

—Ecstaci Abraham

ADDITIONAL EXPERIENCE

Interior Designer **CONTRACT INTERIOR DESIGN SERVICES**

04/2012 - 07/2012 Tampa, Florida and Huntsville, Alabama

Contract interior design and space planning services

- Consultations, AutoCAD, Space Planning, and Google SketchUP

Site Dev. Space Planning Specialist **SCRIPTPRO**

04/2007 - 07/2010 Mission, Kansas

A pharmaceutical manufacturing company

- Draft pharmacy layouts using AutoCAD for Department of Defense (DOD), commercial, and private settings, ensuring compliance and relevant regulations while collaborating with Sales & PMs to company & customer standards

Design Assistant **ALLIKRISTE DESIGN**

09/2004 - 10/2006 Tampa, Florida

Custom Cabinetry and Kitchen Design

- Promoted from data entry specialist to trusted advisor, directly assisting the CEO with budget constraints, scheduling consultations, and schematic interior design solutions within a year
- Managed the CEO's calendar, ensuring smooth scheduling and efficient communication, which contributed to successfully closing 14 deals worth \$100-200K

EDUCATION

Certificate of Achievement

Turner School of Construction Management

05/2014 Kansas City, Missouri

B.F.A Interior Design

International Academy of Design and Technology

03/2002 - 05/2004 Tampa, Florida

GPA
3.8 / 4.0

Bachelors Business and Marketing

Kansas State University

1995 - 1997 Manhattan, Kansas

FIND ME ONLINE

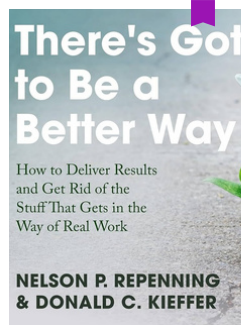
LinkedIn

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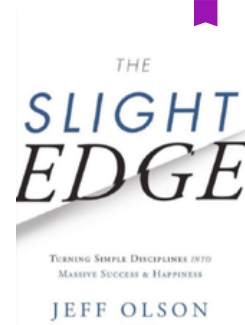
Website

ecstaci.com

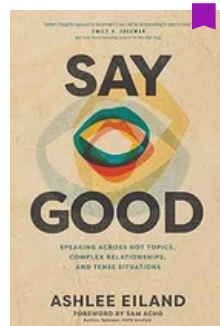
BOOKS



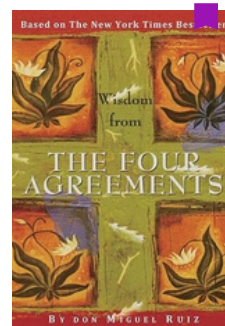
There's Got to Be a Better Way
Repenning & Kieffer



The Slight Edge
Jeff Olson



Say Good
Ashlee Eiland



The Four Agreements
Don Miguel Ruiz



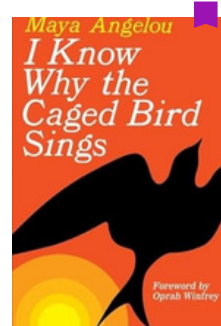
Fifteen Cents on the Dollar
Story & Reed



Spare
Prince Harry



Plain Jayne
Jayne Kennedy



I Know Why the Caged Bird Sings
Maya Angelou